

8

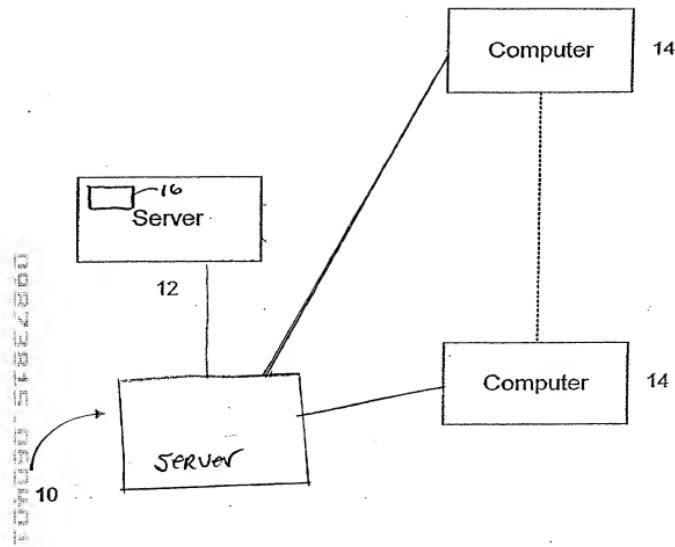


FIG. 1

Fig. 2

Getting into the system

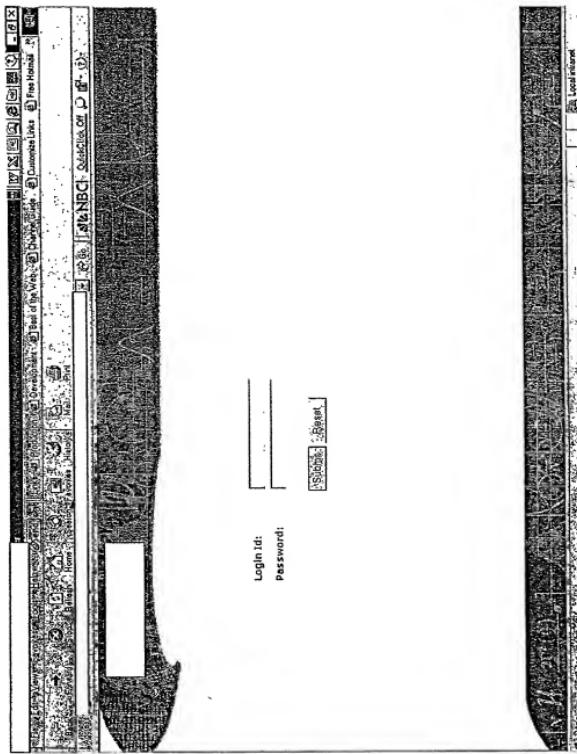


Fig. 3

Creating a Template - 1

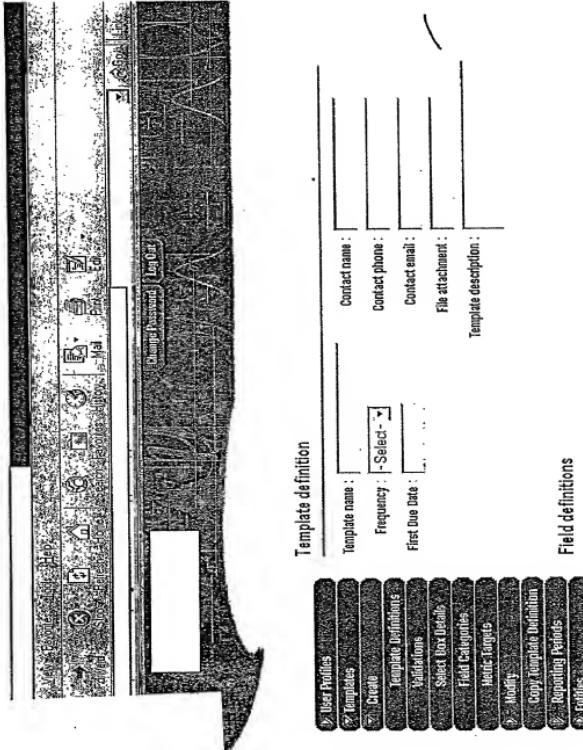


Fig. 4

Creating a Template - 2

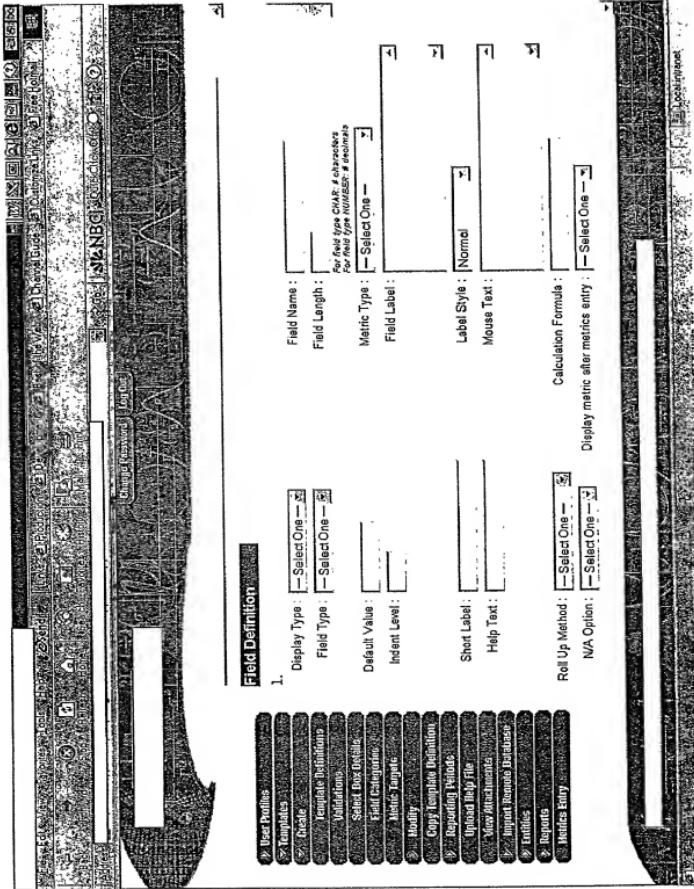


Fig. 5

Template Definitions

Field Display Type	Guide	Example
	This field tells what will show up on the form in what order.	Text will provide an input box Select box; makes a drop down Header Text: displays a comment on the form Text Area: creates a longer comment type box
Field Name	Individual name used for the field in the database Describes what the input will be for the question posed	Question
Field Type		Char: Text Input Number: Numerical Input Date: Date Input Calculated: Derived from other fields on the form.
Field Length	Only valid for text input. You can limit the length.	
Default Value	The value that will show up before there is an entry	
Metric Type	What is the class of Metrics	Number, Percentage, Reverse Percentage
Integer Level	Used for formating. Each number is 4 characters.	
Field Label	What will display on the input form?	Enter number of days late:
Short Label	This is something that could be on a report	Days Late
Label Style	For formating	Normal / Italic, Bold
Help Text	This will display in the bottom white box, character space is limited to that size.	Enter the total number of complete days
Mouse Text	This allows for hundred of characters. Longer descriptions should go here	This is calculated as the day the actual delivery was made - the day that it was due.
Roll up Method	Not valid for all. If you are rolling it up, how will you do it?	Sum, Average, Max, Weighted Average
Calculation Formula	If the field is based on other fields in the form use this line to show that calculation	Field1*Field2
Category	If you want your metric grouped with another, click on your category that you have created.	Spaametrics
Display Metric	Yes or no. This is used to distinguish between actual tracked metrics and not.	

Validation

યુનિવર્સિટી ડાયરેક્ટરી - ગુજરાત સર્વિસ્ કોર્પોરેશન

Fig. 6

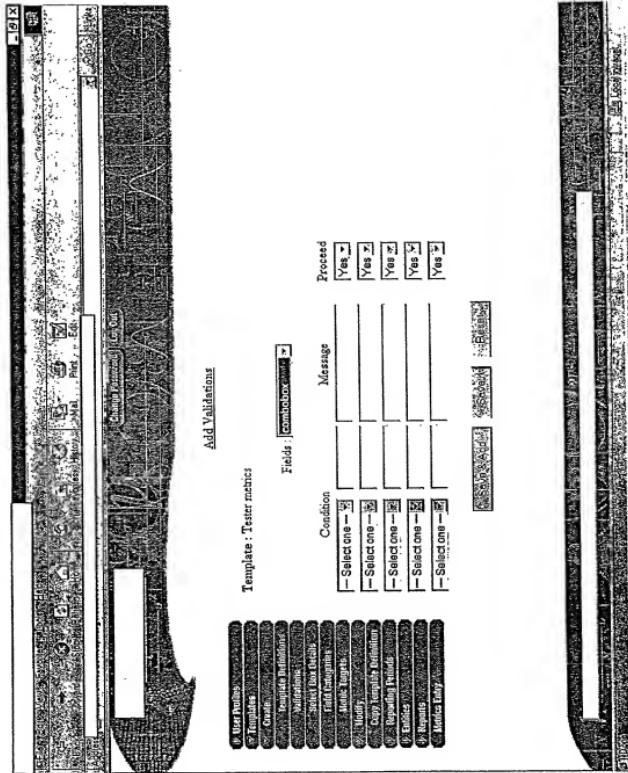


Fig. 7

Select Box Details

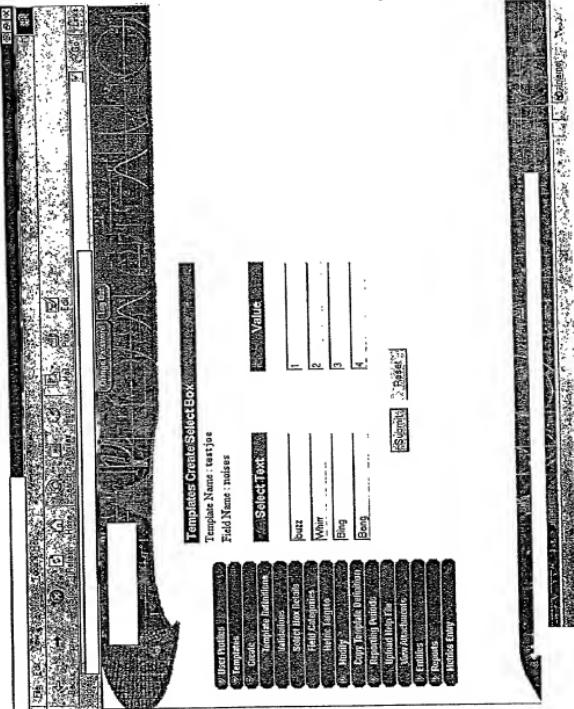


Fig. 8

Adding Metric Targets

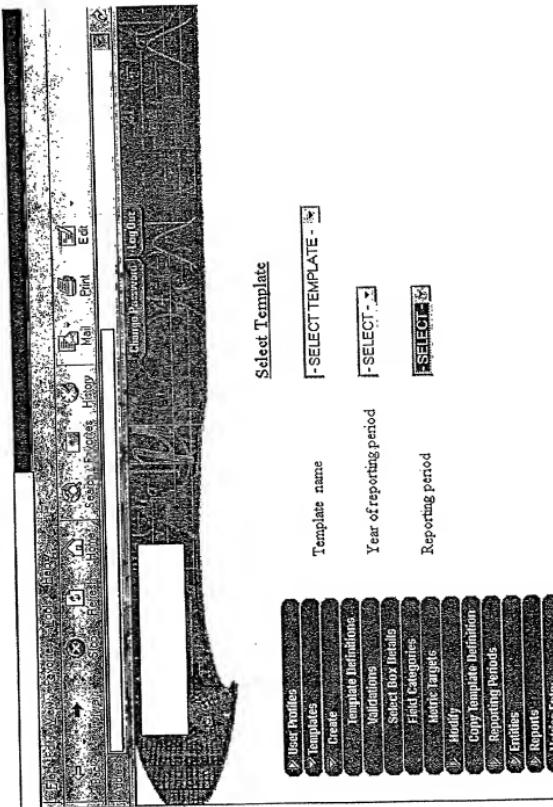


Fig. 9

Adding Metric Targets cont.

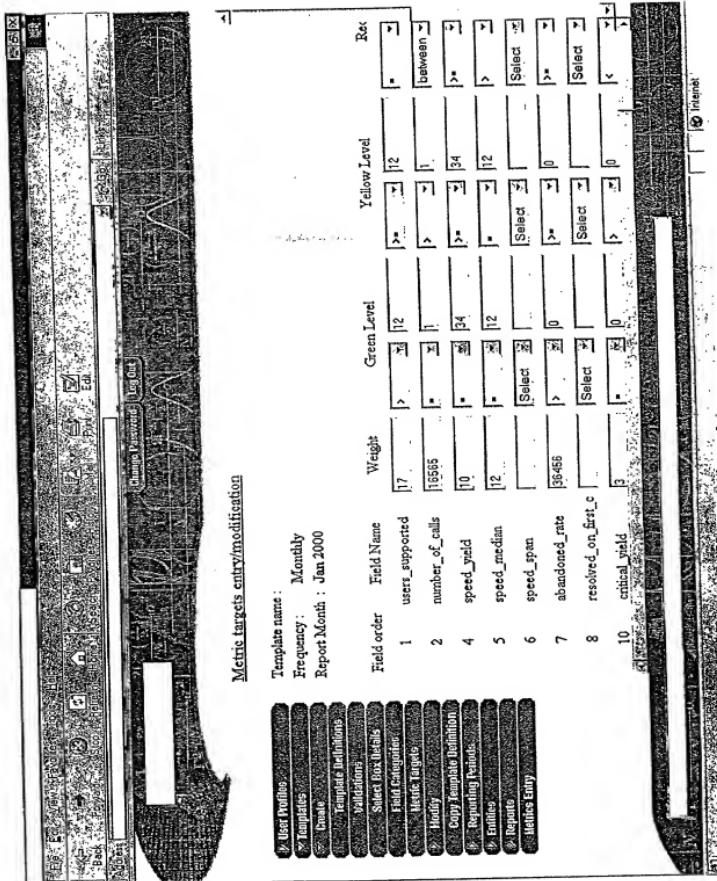


Fig. 10

Create Field Categories

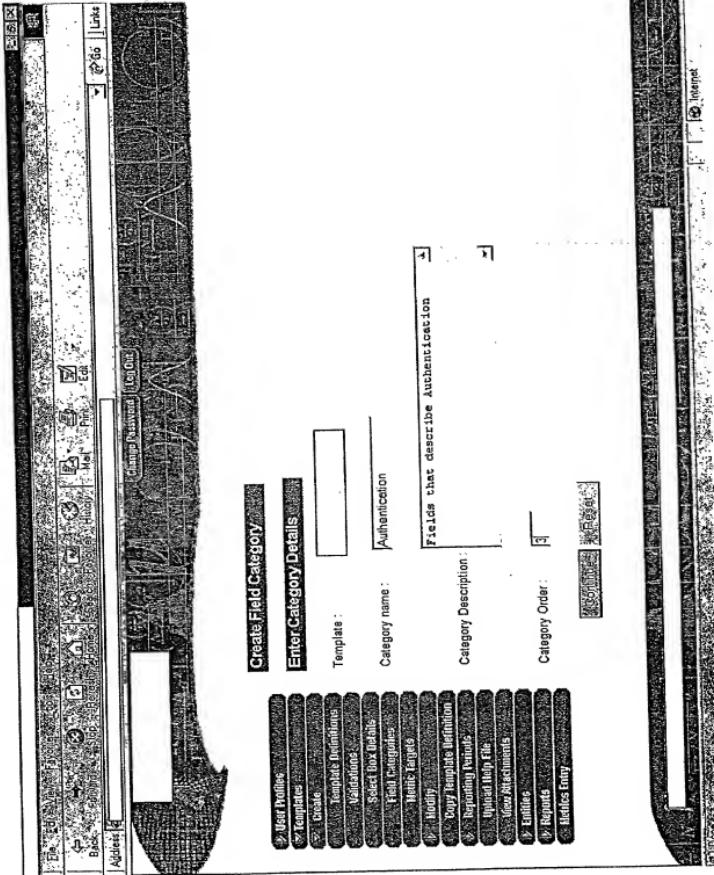


Fig. 11

Modify Template

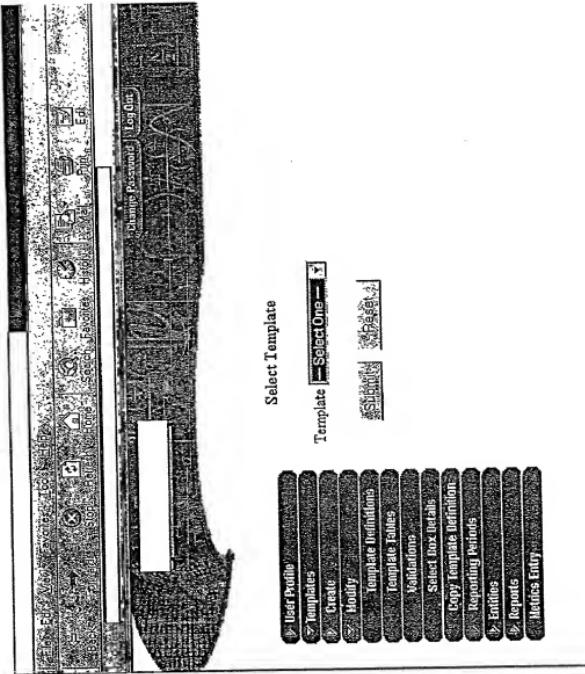


Fig. 12

Modify Template Table

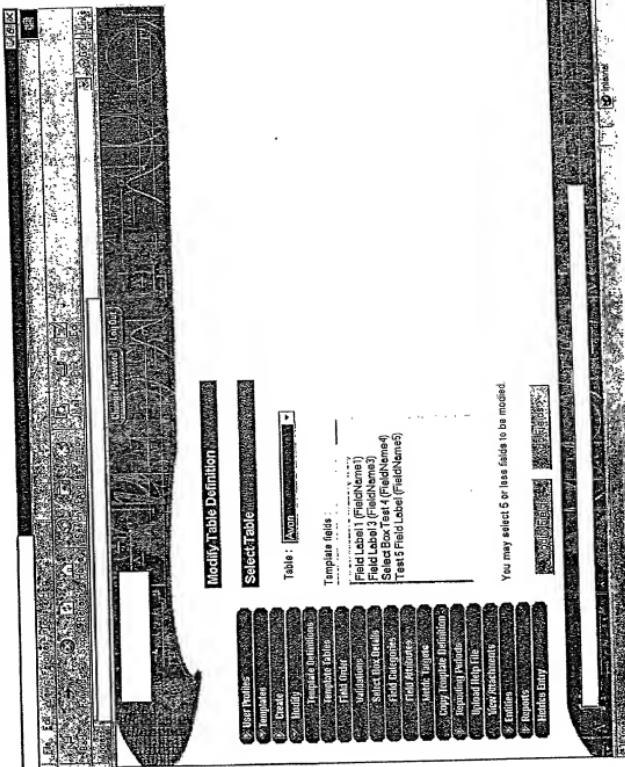


Fig. 13

Modifying The Template

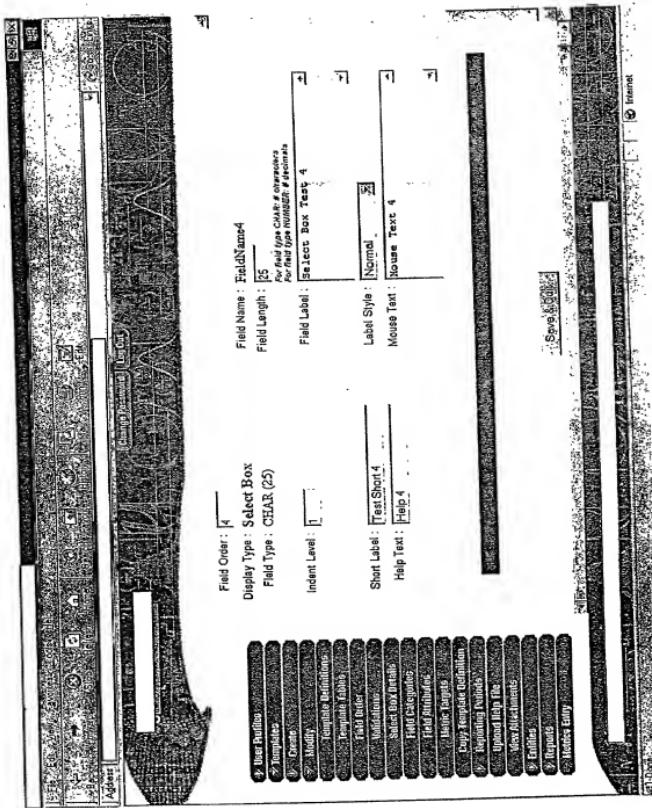


Fig. 14

Changing Field Order

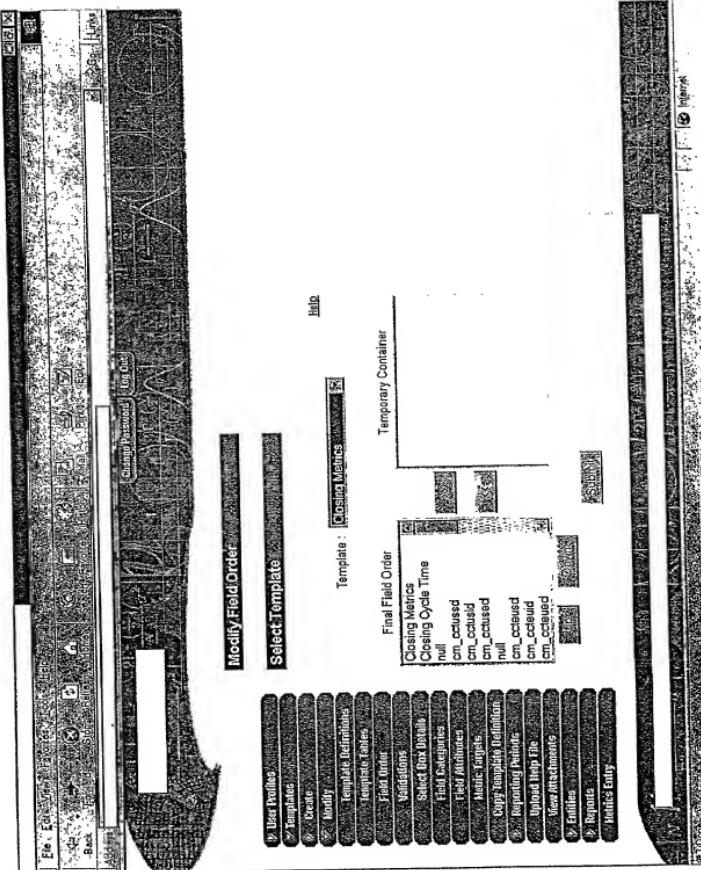
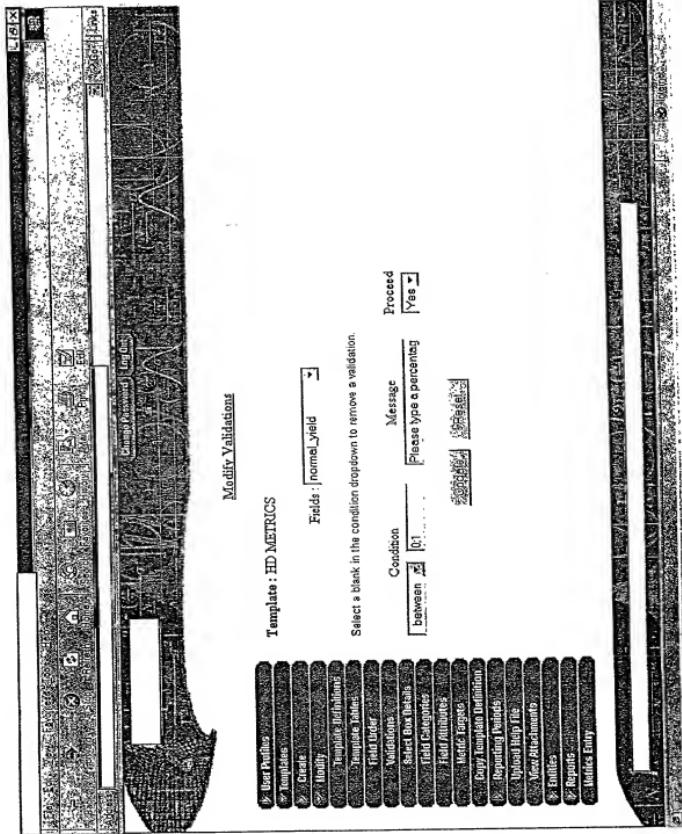


Fig. 15

Template : HD METRICS

Modify Validations



Modify Select Box

Fig. 16

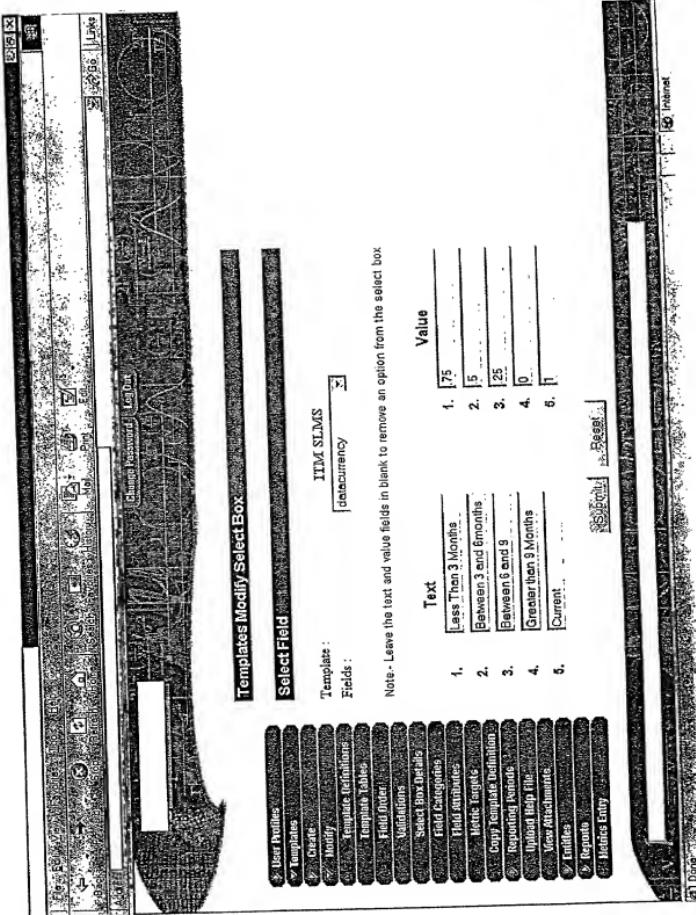


Fig. 17

Modify Field Categories

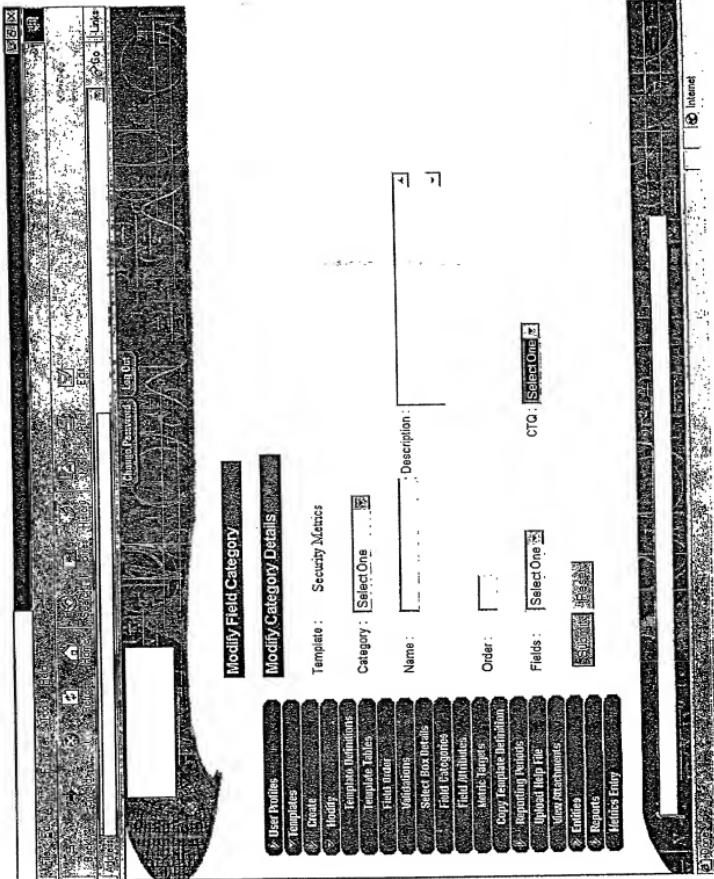
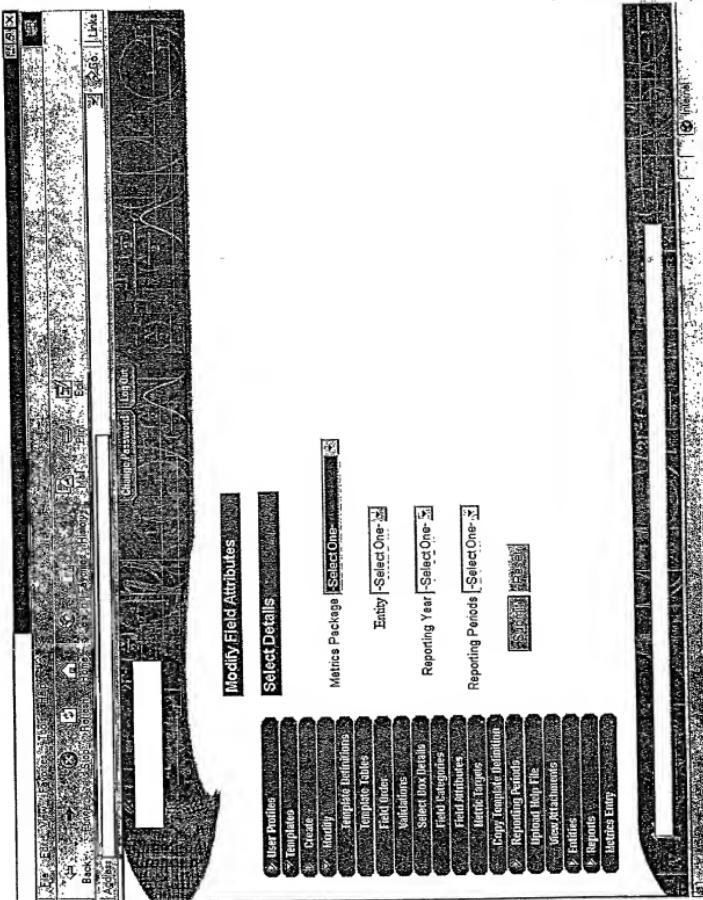


Fig. 18

Modify Field Attributes



Modify Field Attributes

Fig. 19

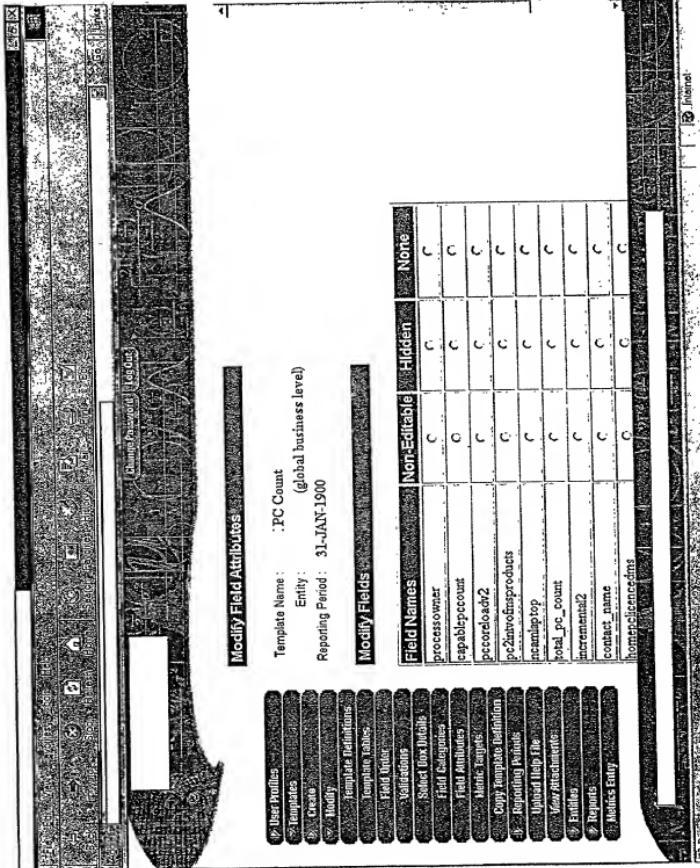
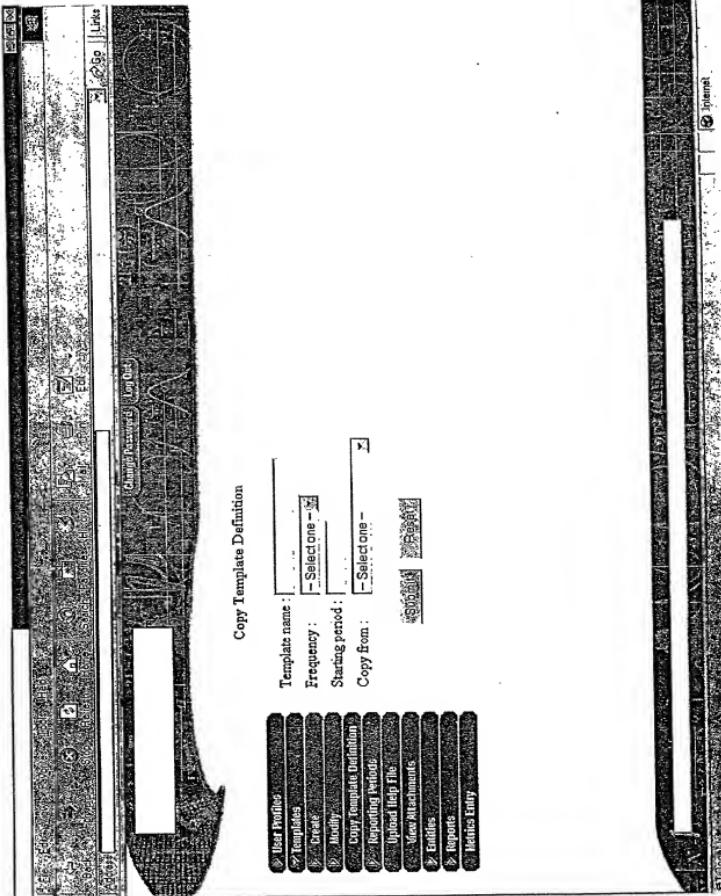


Fig. 20

Copy Template Definition



Reporting Periods

Fig. 21

The screenshot displays a software application window with several panels:

- Top Left Panel:** Shows a tree view of "File > New Entries" with various categories like "Bank", "Customer", "Supplier", etc.
- Top Right Panel:** Shows a tree view of "File > Reports" with categories like "Bank Statement", "Customer Statement", "Supplier Statement", etc.
- Bottom Left Panel:** A large panel titled "Open & Close Reporting Period" containing:
 - "Template : Account Recs"
 - "Frequency : Quarterly"
 - "Close flag" checkbox
 - "Date Ending : [Quarter] [Quarter] [Quarter] [Quarter]
 - A list of buttons: "Add", "Modify", "Upload Rec File", "View Attachments", "Print", "Email", "Reports", and "Customer Entry".
- Bottom Right Panel:** A large panel titled "Currently Recorded Periods" containing:
 - "Quarter ending" and "Close flag" checkboxes for Q1, Q2, Q3, and Q4.
 - A list of buttons: "Add", "Modify", "Upload Rec File", "View Attachments", "Print", "Email", "Reports", and "Customer Entry".

Upload Help File

Fig. 22

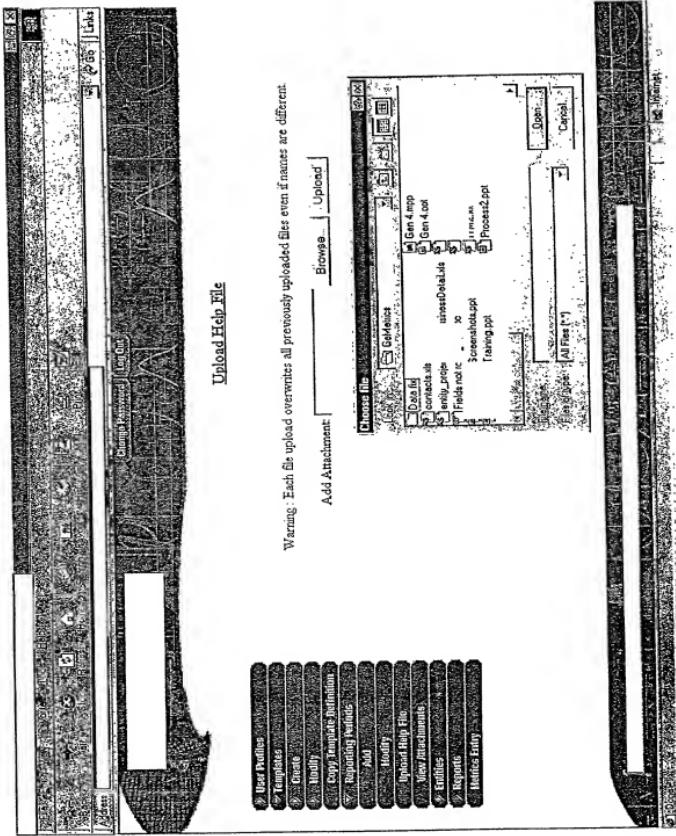


Fig. 23

वित्तीय वर्ष का रिपोर्ट देखने का लिंक

View Uploaded Files

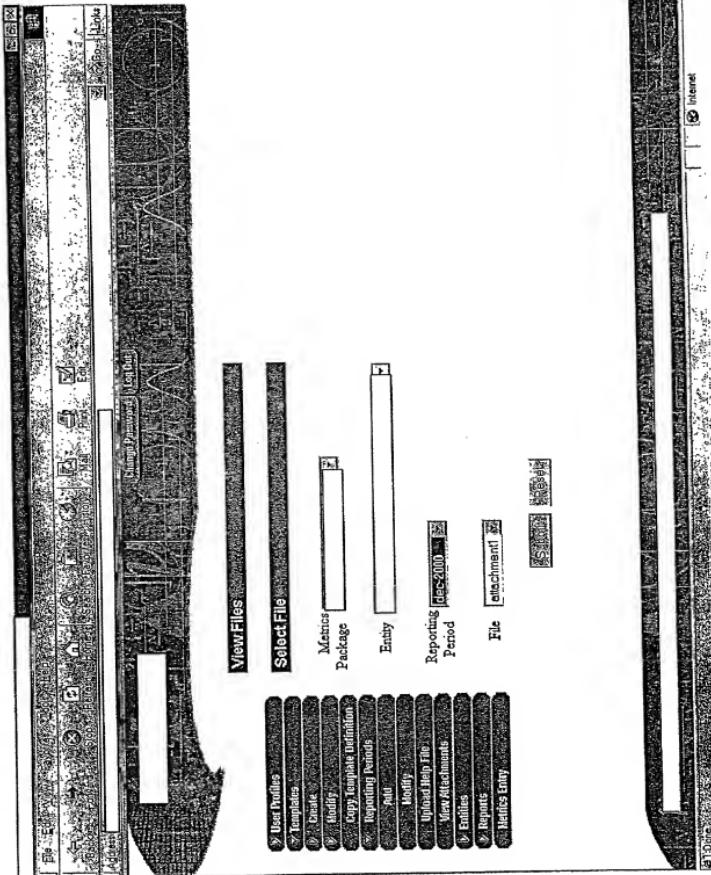


Fig. 24

Adding Entities to your Template

Example:

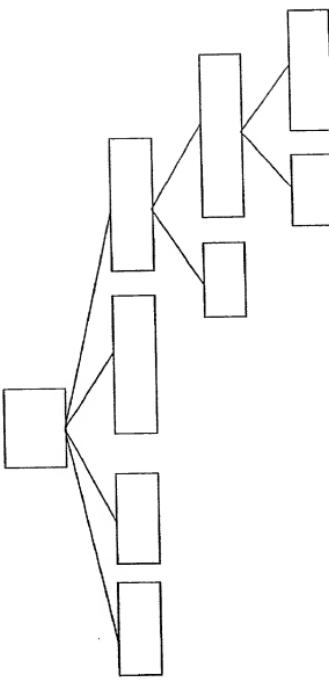


Fig. 25

Creating new Entities

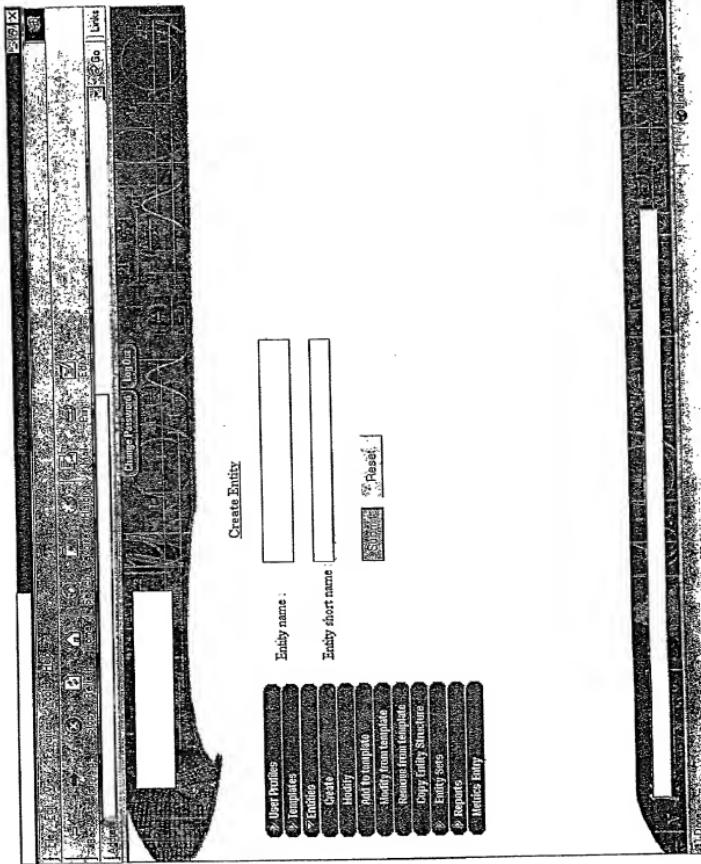


Fig. 26

Adding Entities to the Template

The screenshot shows a software interface with a central dialog box titled "Add to Template". The dialog contains several input fields and buttons. At the top right are "Submit" and "Reset" buttons. On the left, a vertical menu lists various options: User Profile, Templates, Entities, Create, Holiday, Add to template, Holiday from template, Remove from template, Deports, Metrics Entity, and Metrics Entity. The "Add to template" option is highlighted with a red box. Below this menu, the "Add to Template" dialog has the following fields:

- Template :
- Entity name :
- Display Name :
- Parent entity : — Select One —
- Relative Weight :
- For Rollups :

Fig. 27

Modify from Template

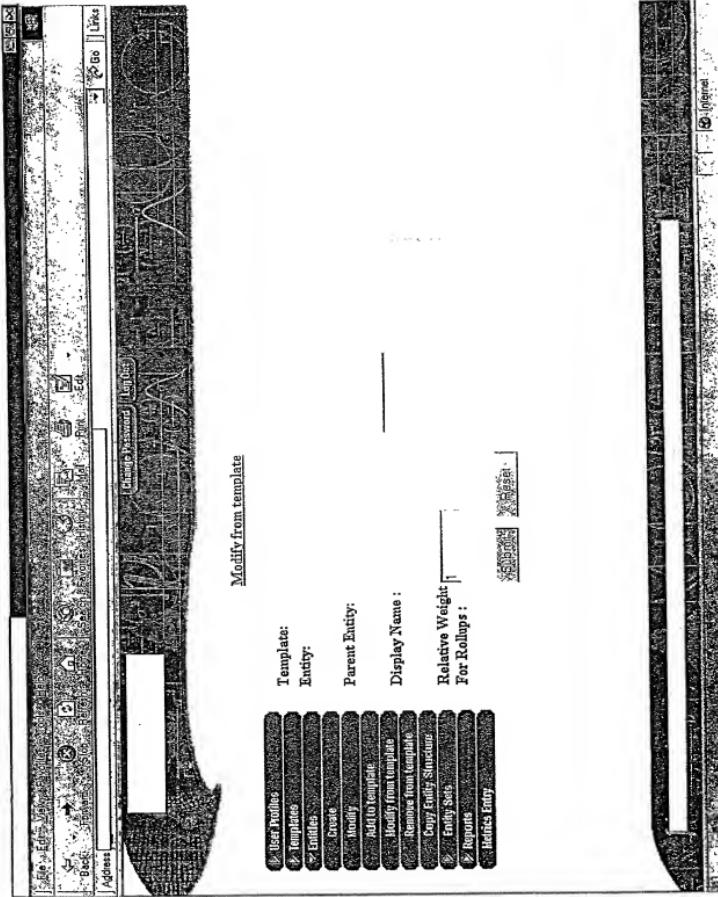


Fig. 28

Remove from Template

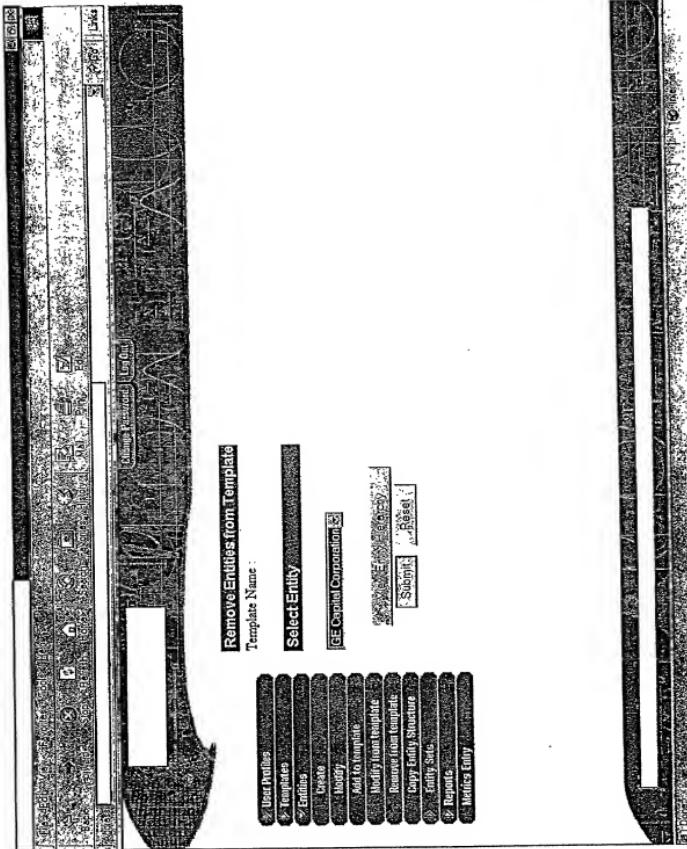
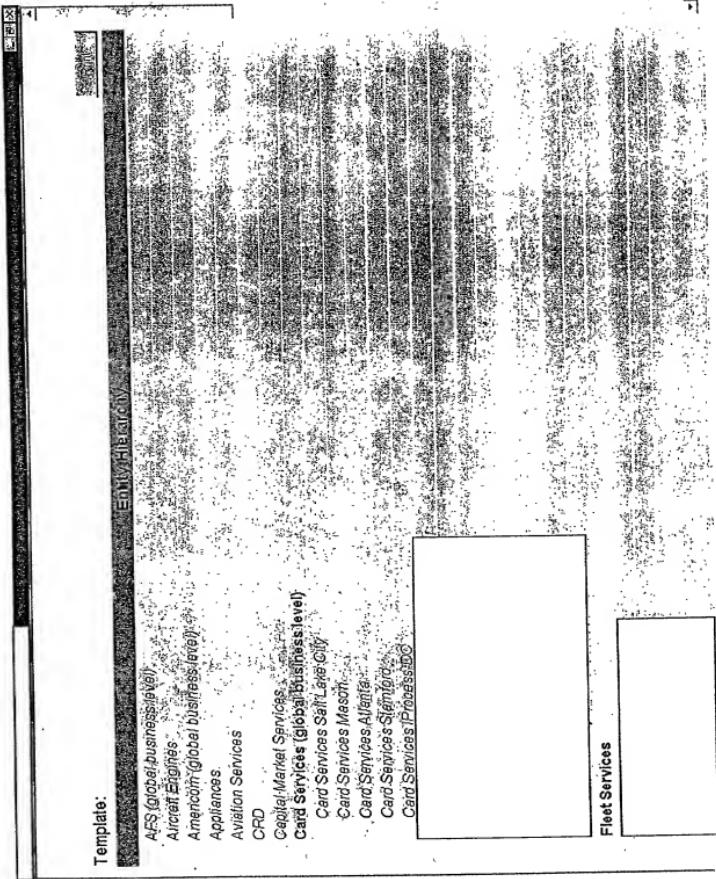


Fig. 29

View Entity Hierarchy



Copy Entity Structure

Fig. 30

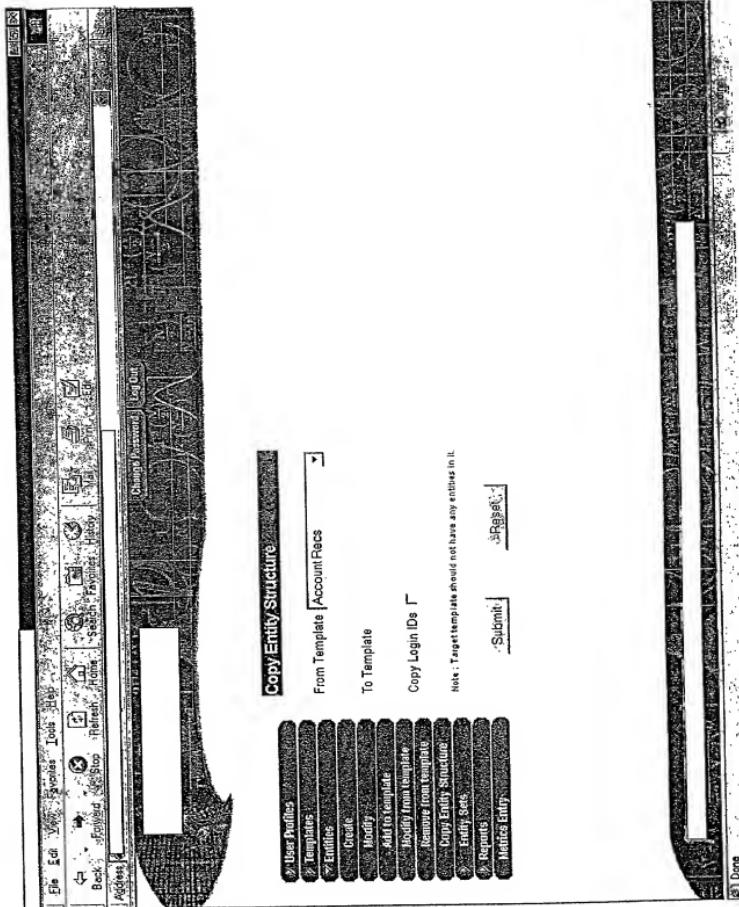


Fig. 31.

Creating Users

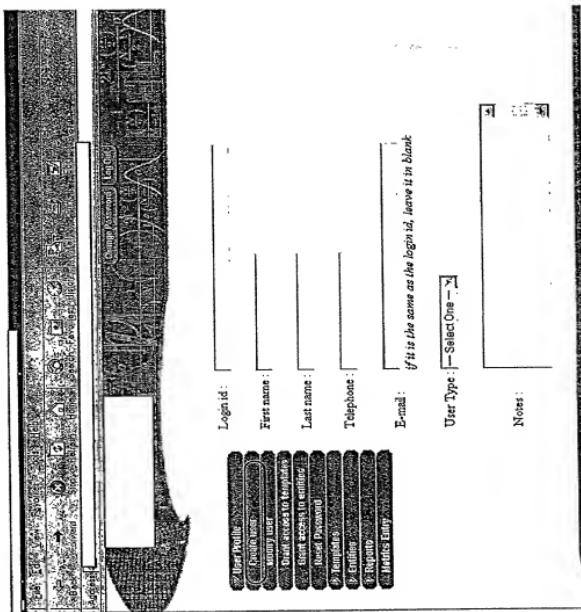


Fig. 32

User Types

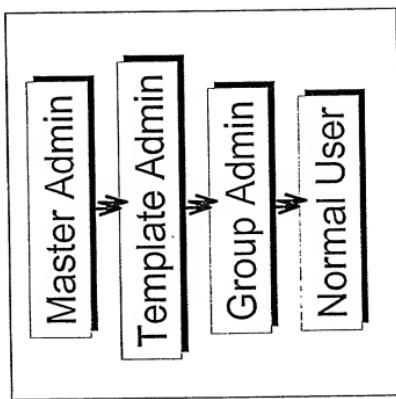
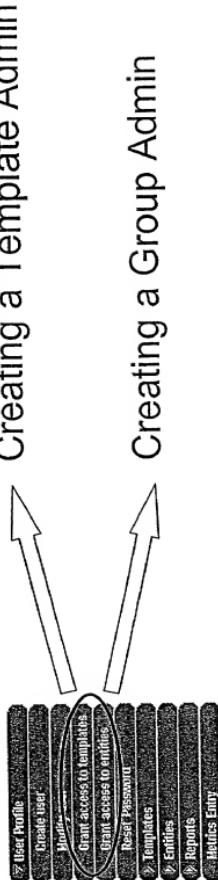


Fig. 33

Granting User Access



Template Admin:

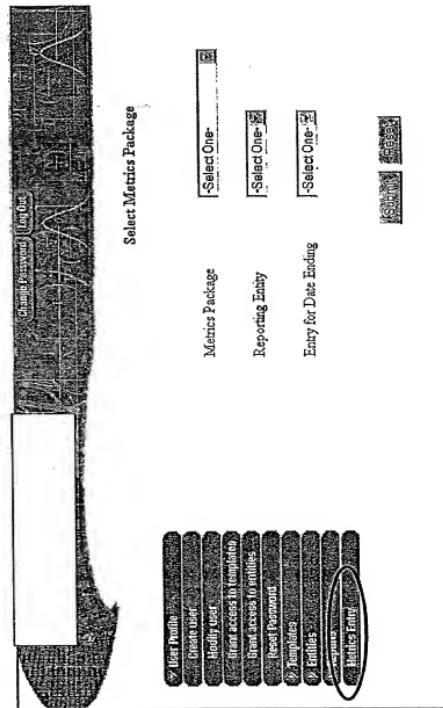
- Select the Template for which you want to grant Access
- Select the user ID for which you want to grant Access
- Select the level of access they should have
- Submit

Group Admin:

- Select the Template that contains the group for which you want to grant Access
- Select the user ID for which you want to grant Access
- Select the Group that they represent
- Submit
- Select view only or modify privileges

Fig. 34

Metrics Entry



Dashboards

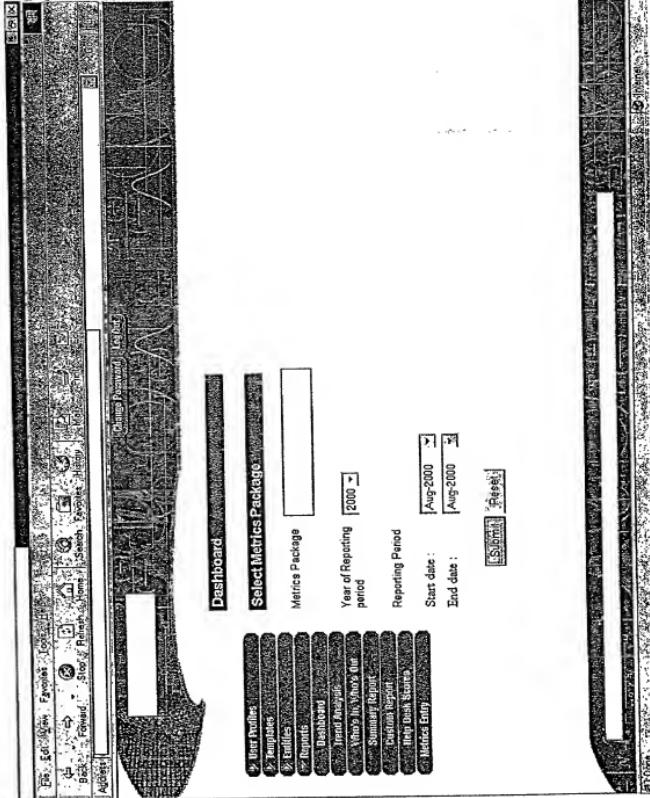


Fig. 35

Fig. 36

Dashboard

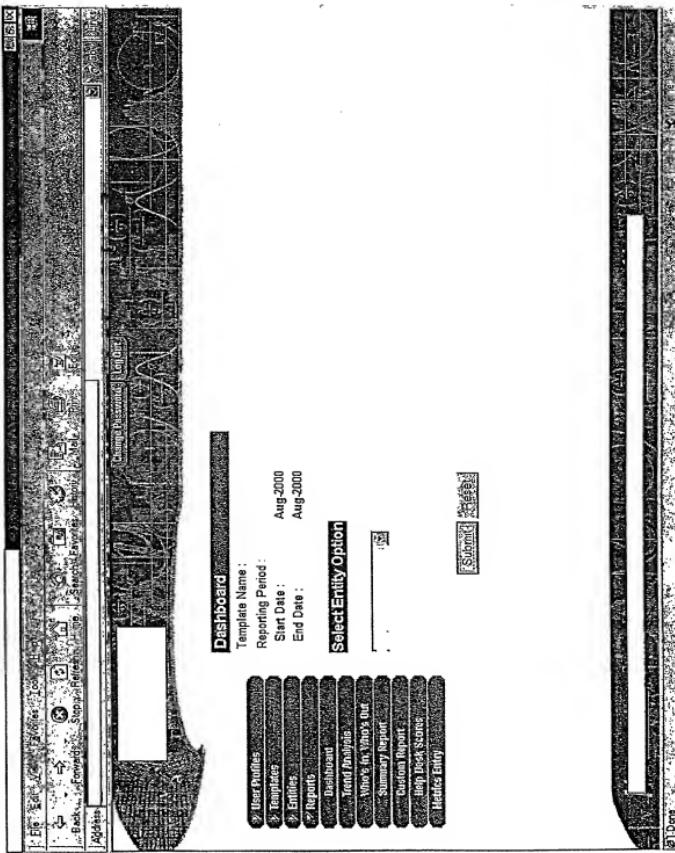


Fig. 37

Dashboard

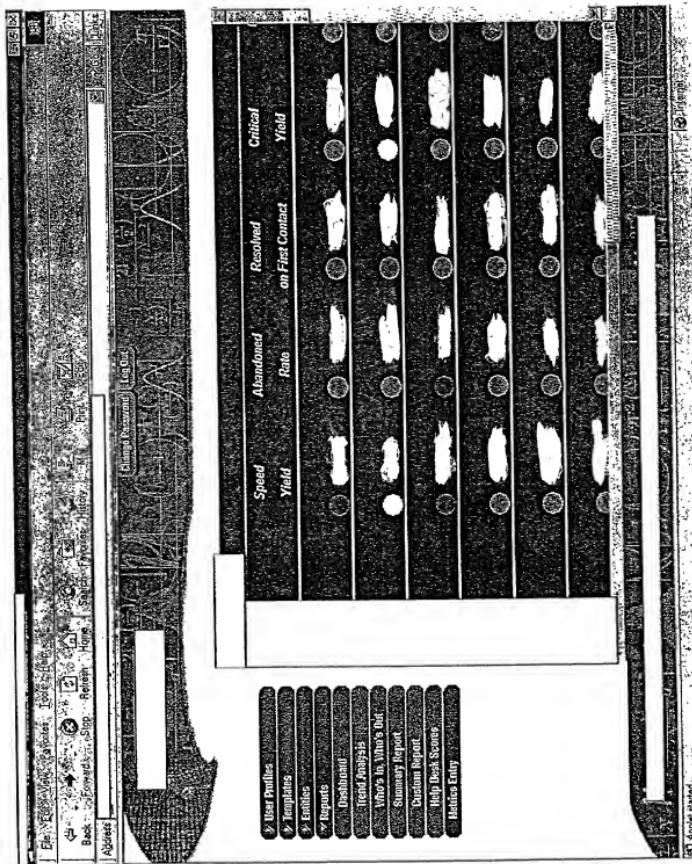


Fig. 38

Trend Analysis

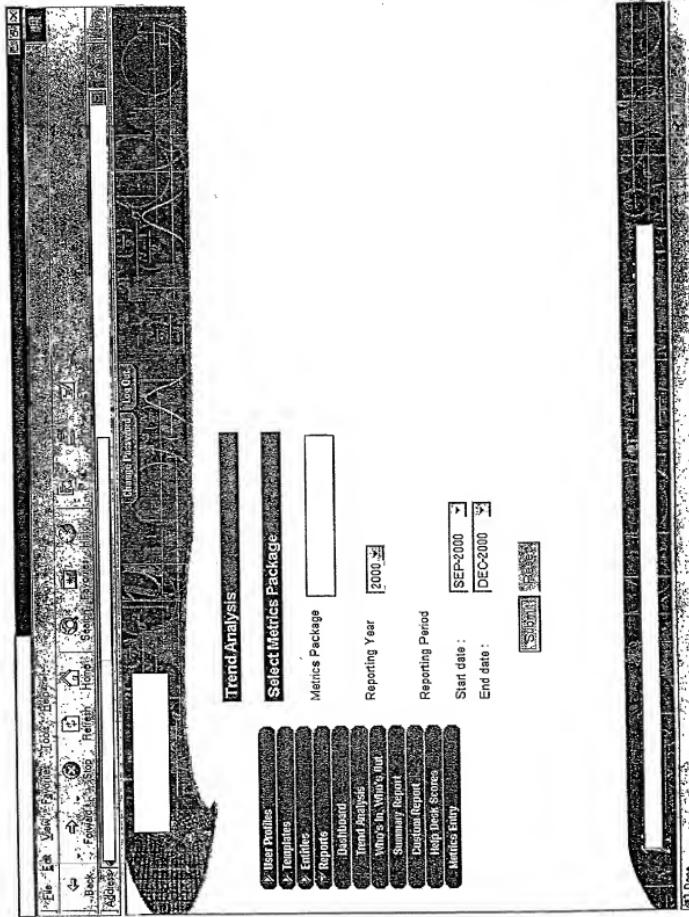


Fig. 39

Trend Analysis (part 1)

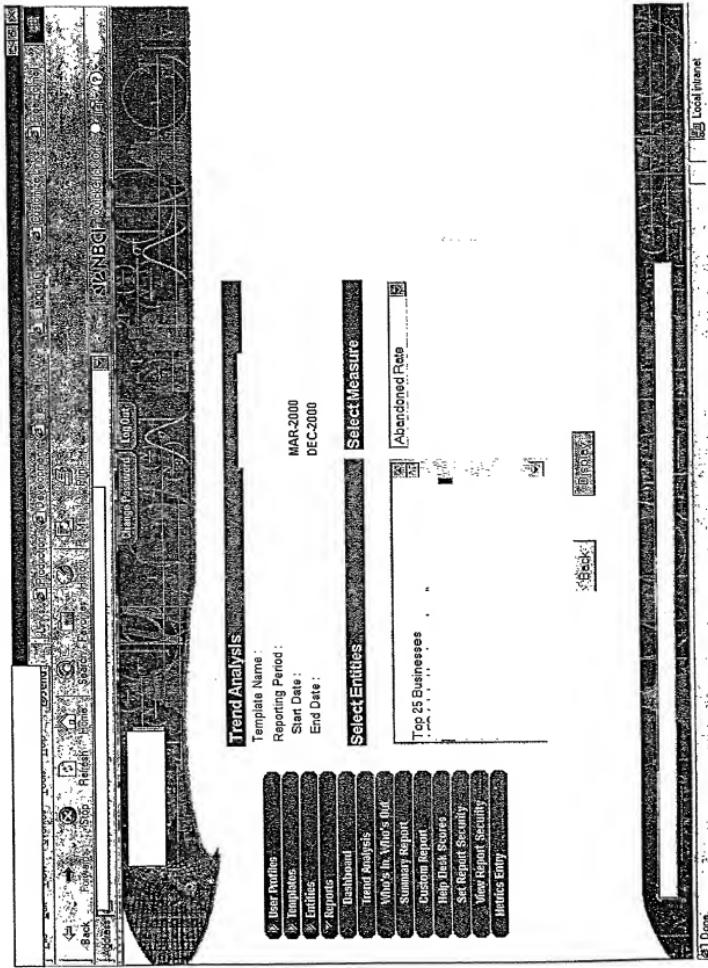


Fig. 40

Trend Analysis (part 2)

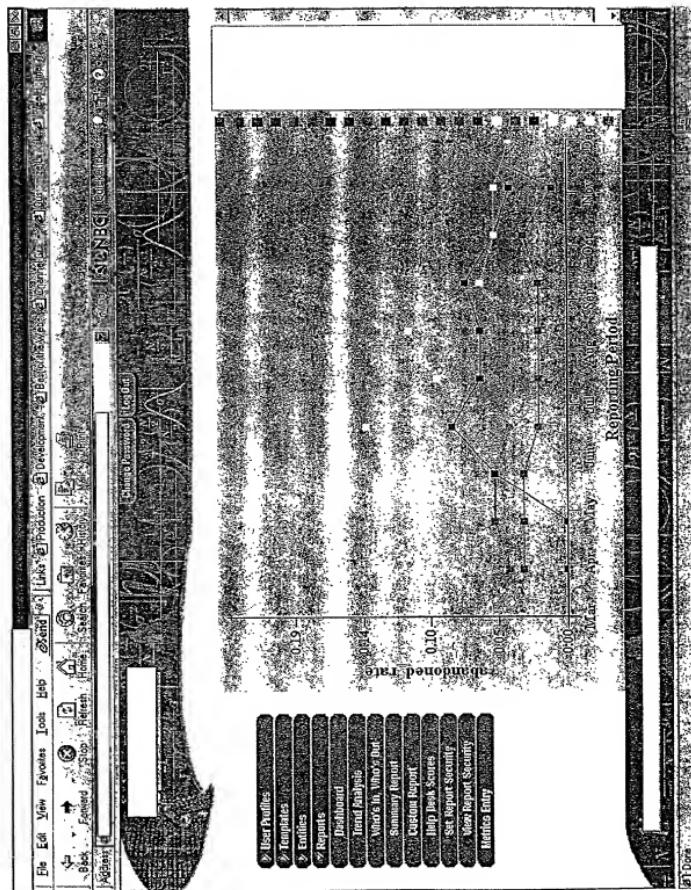


Fig. 41

Who's in Who's out?

The screenshot shows a software application window with the title "Who's in Who's out?" at the top. On the left, there is a vertical sidebar with several menu items: User Profiles, Templates, Entities, Reports, Who's In Who's Out, Summary Report, Cutover Report, Help/Feedback, and Metrics Entry. Below these, there is a "Done" button.

The main area of the window contains two sections:

- Select Metrics Package:** A dropdown menu currently set to "ITMSIMS" with a value of "2".
- Metrics Package:** A dropdown menu currently set to "ITMSIMS".

Below these dropdowns, there are two input fields:

- Reporting Year:** Set to "2000".
- Reporting Period:** Set to "Q4-2000".

At the bottom of the window, there is a large red arrow pointing downwards towards the bottom-left corner of the screen.

Fig. 42

Who's In, Who's Out

Metrics Submission status

Entity	Status
AS/Global Business Services	Submitted on 09/09/2000
Aircraft Entities	Submitted on 09/09/2000
American Global Business Level	Submitted on 09/09/2000
Abilities	Submitted on 09/09/2000
Aviation Services	Submitted on 09/09/2000
ORD	Submitted on 09/09/2000
Capital Markets Services	Submitted on 09/09/2000
Card Services Global Business Services	Not Yet Submitted
Card Services Salt Lake City	Not Yet Submitted
Card Services Mason	Not Yet Submitted
Card Services Atlanta	Not Yet Submitted

Template Reporting Period : Oct-2000

- >User Profiles
- Templates
- Entities
- Reports
- Dashboard
- Trend Analysis
- Who's In/Who's Out
- Summary Report
- Outlook Report
- Help Desk Services
- Set Report Security
- New Report Security
- Metrics Entry

Fig. 43

Summary Report

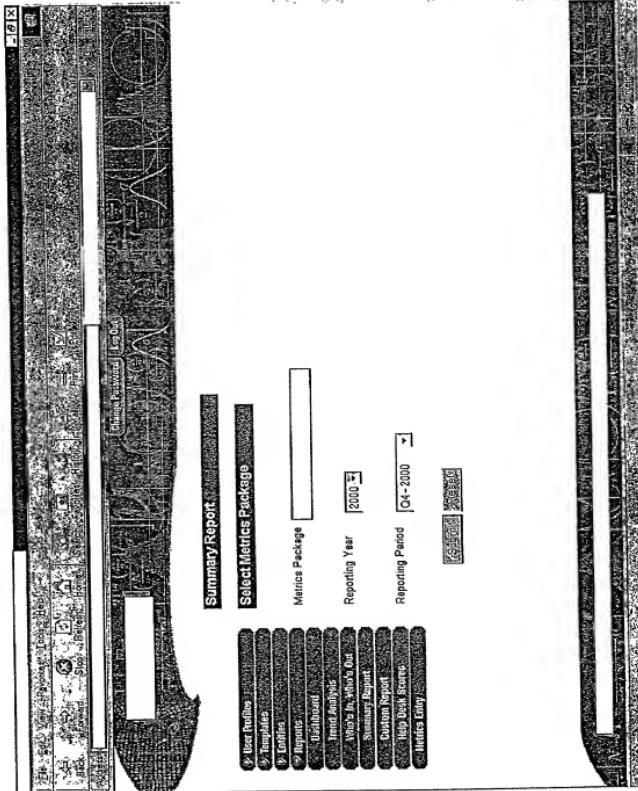


Fig. 44

Summary Report

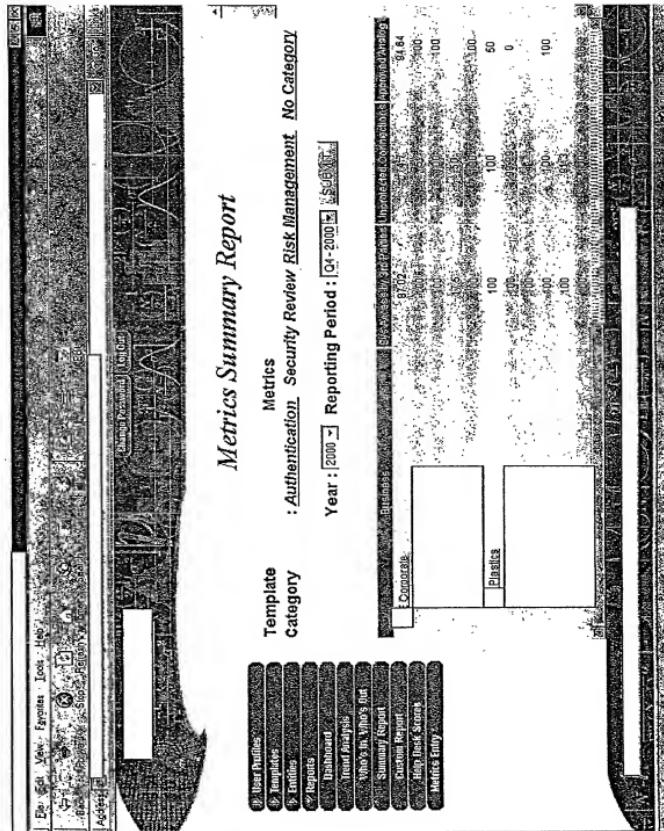


Fig. 45

Custom Report

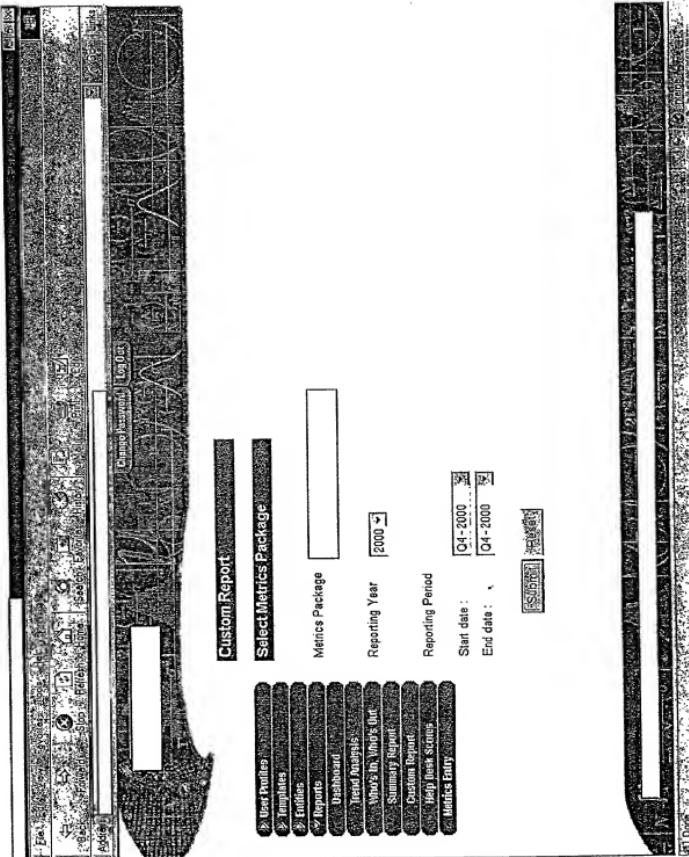


Fig. 46

Custom Report

Custom Report

Report Entity Selection

Report Entity: Top 25 Businesses

Report Type: Standard Report

Report Date Range: Oct 2000

Report Fields:

- abandoned (AS)
- abatement (Attachment)
- critical_incident (CI)
- critical_mission (CME)
- critical_span (CSAN)
- critical_task (CT)
- normal_incidents (normal_incidents)
- normal_mission (NMED)
- normal_span (NSPAN)
- normal_task (NT)

Report Options:

- Next Profiles
- Templates
- Entities
- Reports
- Dashboard
- Trend Analysis
- Who's In Who's Out
- Stakeholder Report
- Custom Report
- Help Desk Screen
- Site Report Security
- View Report Security
- Helps Entry

Report Fields:

Top 25 Businesses

Submit

Done

Fig. 47

Custom Report

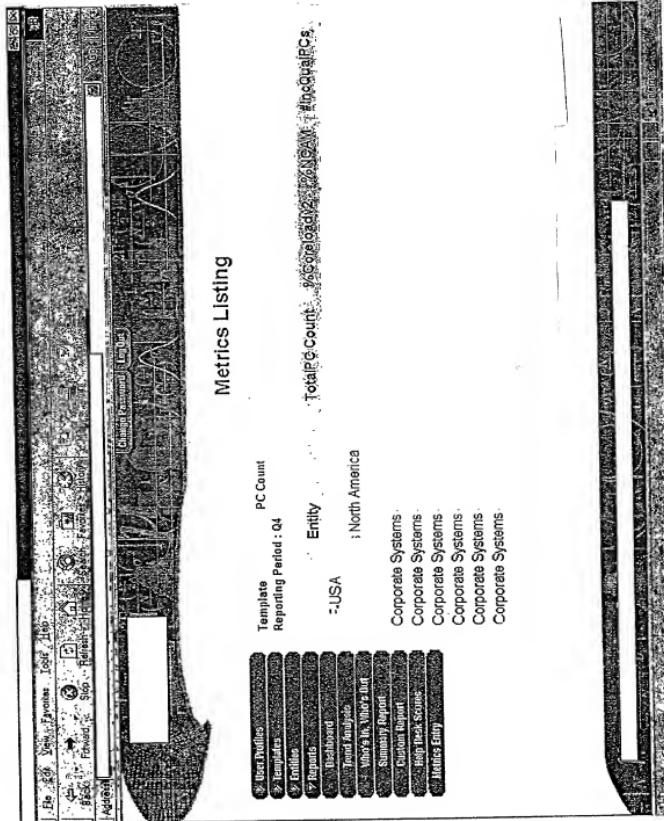
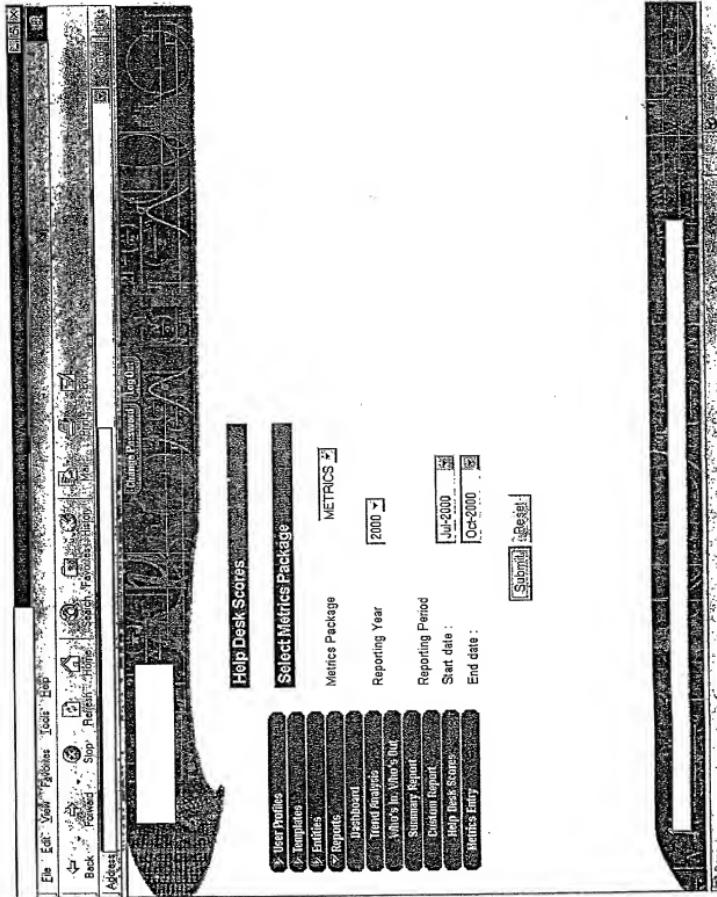


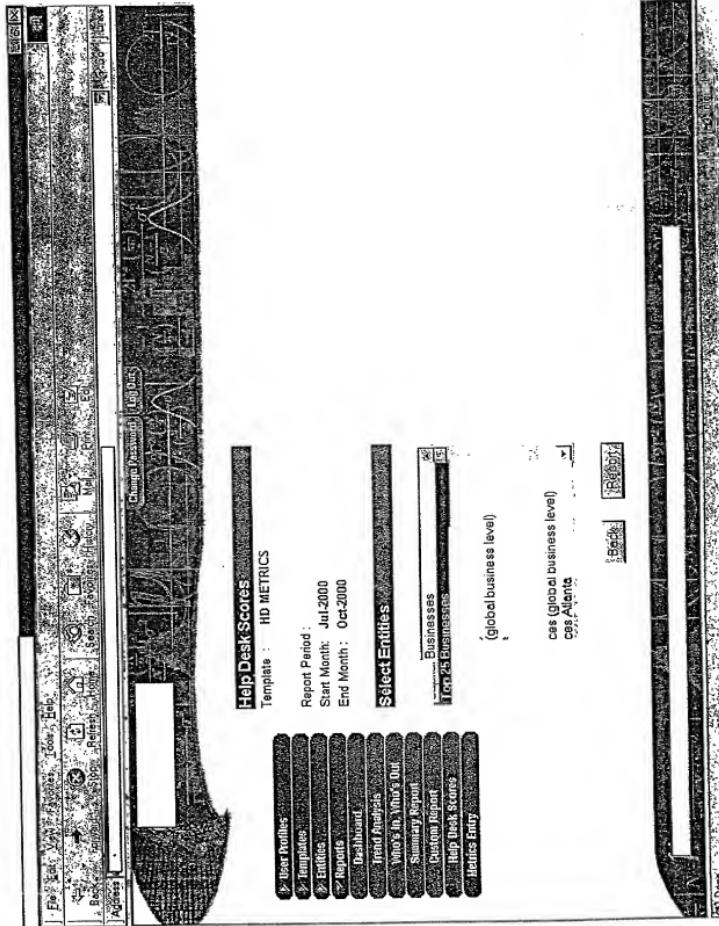
Fig. 48

Help Desk Scores



Help Desk Scores

Fig. 49



Help Desk Scores

Fig. 50

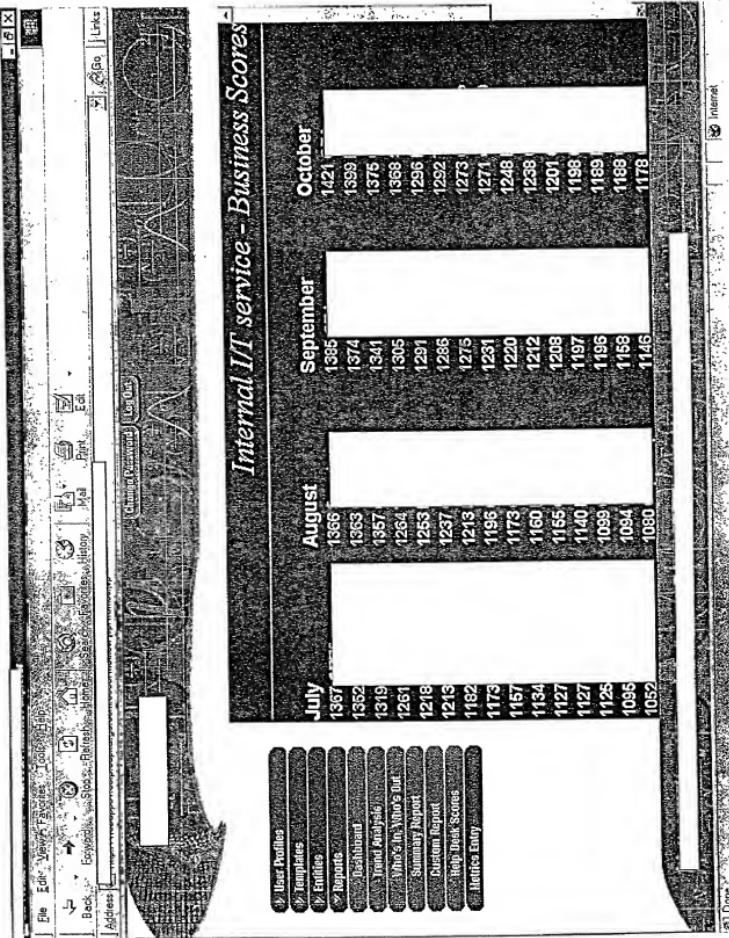


Fig. 51

Detail Report

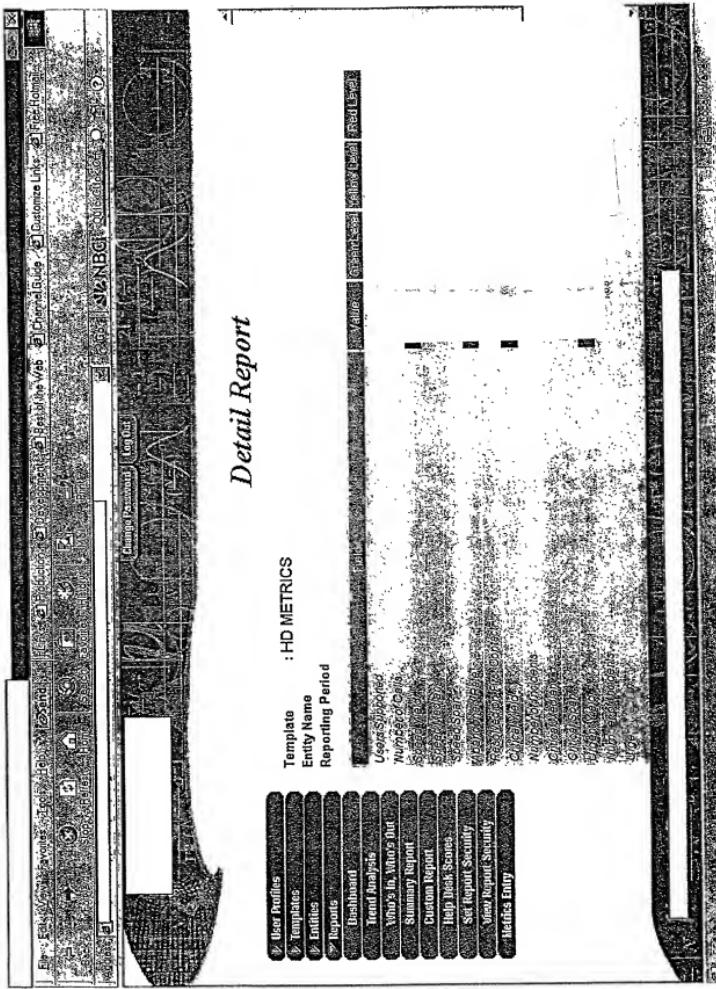


Fig. 52

Modifying Users

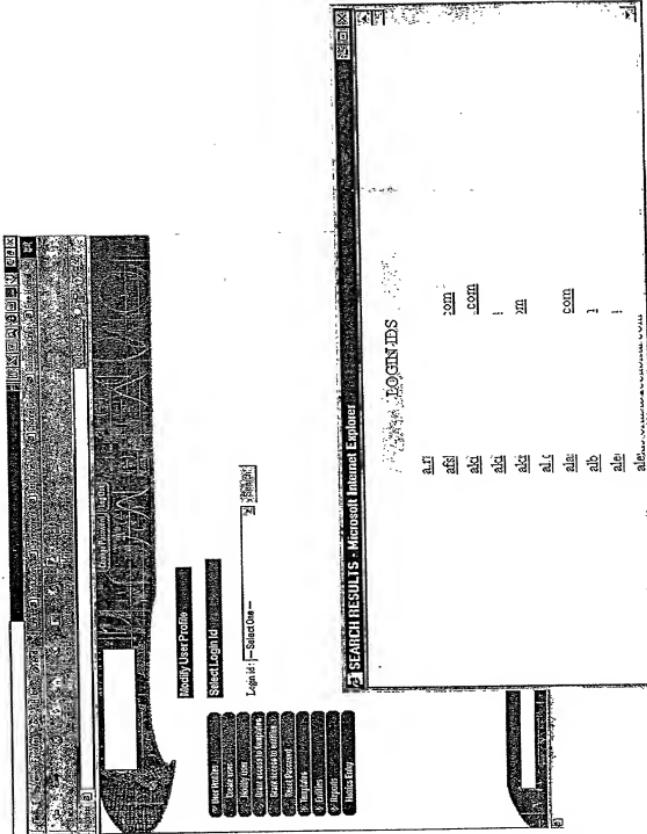
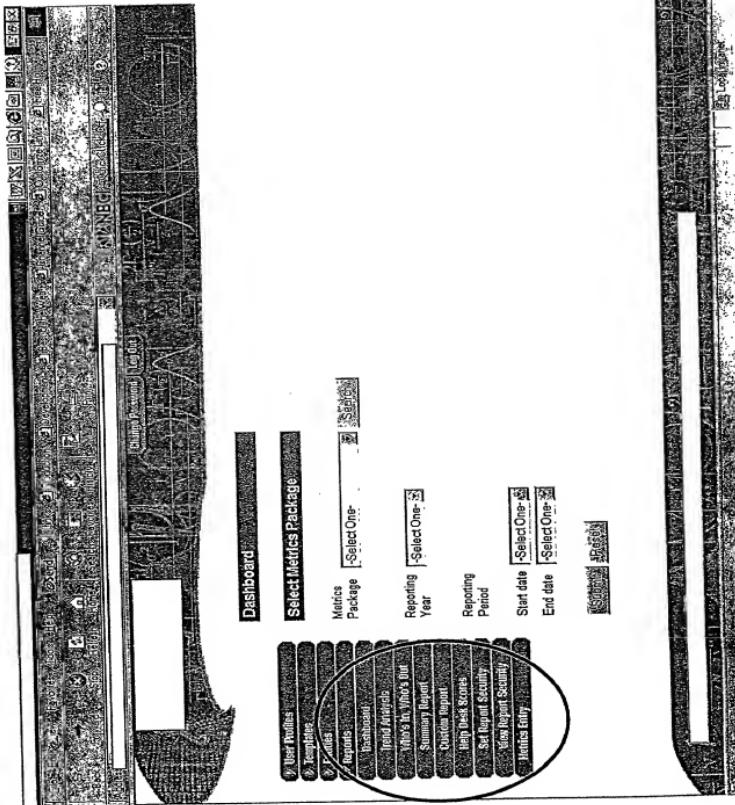


Fig. 53

યુનિવર્સિટી ઓફ કેરલા - સ્નેક એન્ડ લેન્ડ કો

Viewing Reports



1.1 Define template

This task involves specification of template name, frequency of data collection, contact details of the template owner and definition of metric fields. For each metric field several attributes are specified. This includes field name, field type, field length, rollup method etc.

The screenshot shows a web browser window for 'GE Metrics - Frames - Microsoft Internet Explorer'. The address bar shows the URL: <http://webapps01.corp.caekel.ge.com:8080/metrics/frames.jsp>. The page title is 'Create Template Definition'.

Template Definition:

- Template name: []
- Frequency: [Selected] []
- First Due Date: []
- Contact name: []
- Contact phone: []
- Contact email: []
- Template description: []

Field Definition:

1. []

Display Type: [Select One]	Field Name: []
Field Type: [Select One]	Field Length: [] <small>For Field type CHAR: # characters For Field type NVARCHAR: # characters</small>
Default Value: []	Metric Type: [Select One]

Left Sidebar:

- User Profiles
- Templates
 - Create Template
 - Template Definitions
 - Select Box Details
 - Field Categories
 - Statistic Targets
- Holiday
- Copy Template Definition
- Reporting Periods
- Upload Help File
- View Attachments
- Import Remote Database
- Entities
- Reports
- Metric Entry

PIC 54

1.2 Define validations.

This task involves specifying validations for metric fields defined in the above step. For example, if user of the template should be prevented from entering certain values into a field, that could be specified in this step.

The screenshot shows a web-based application titled "ge-metrics". The left sidebar contains a navigation menu with items like "User Profiles", "Templates", "Create", "Template Definitions", "Validations", "Select Box Details", "Field Categories", "Metric Targets", "Modify", "Copy Template Definition", "Reporting Periods", "Upload Help File", "View Attachments", "Import Remote Database", "Entities", "Exports", and "Metric Entity". The main content area has a title "Add Validations" and a subtitle "Template : HD METRICS". Below this, there is a table with three columns: "Condition", "Message", and "Proceed". There are five rows in the table, each containing a dropdown menu under "Condition" and a message box under "Message". The "Proceed" column contains five "Yes" dropdowns. At the bottom of the table are buttons for "Save & Add New", "Cancel", and "Help".

FIC 55

1.3 Define Field Categories

If there is a need to create calculations based on a bunch of metric fields, this screen allows the user to create field groups and include the fields into them.

FIG 56

The screenshot shows a Microsoft Internet Explorer window titled "GE Metrics - Frames - Microsoft Internet Explorer". The address bar contains the URL "http://webapp01.corp.capitalone.com:8000/webapp/frames.jsp". The main content area displays a "Create Field Category" form. On the left, a sidebar menu lists various options: User Profiles, Template, Create, Template Definitions, Validations, Select Box Details, Field Categories, Field Targets, Hosts, Copy Template Definition, Reporting Periods, Upload Help File, View Attachments, Import Remote Database, Entities, Reports, and Metrics Entry. The "Create" option is currently selected. The main form has a title "Enter Category Details" and a "Template:" dropdown set to "HD METRICS". It includes fields for "Category name:" (with "Category 1" typed), "Category Description:" (with "Category 1 description" typed), and "Category Order:" (with "1" typed). At the bottom right of the form are "Continue" and "Cancel" buttons.

1.4 Define Metric Targets.

User defines the ranges and limits for red, yellow and green targets for each metric on this screen. These target numbers will determine the performance levels of a business which reports that metric. Based on these limits dashboard report will display red / yellow / green traffic lights.

The screenshot shows a Microsoft Internet Explorer window titled "GE Metrics - Frames - Microsoft Internet Explorer". The URL is "http://webapp01.corp.caesar.com:8000/metrics/frames.htm". The main content area is titled "Create/Modify Metric Targets". On the left, there's a sidebar with navigation links like "User Profiles", "Templates", "Create", "Template Enhancements", "Template Definitions", "Select Box Details", "Field Categories", "Metric Targets", "Help", "Copy Template Definitions", "Reporting Periods", "Upload Help File", "View Attachments", "Import Remote Definitions", "Editables", "Reports", and "Metrics Entry".

Field order	Field Name	Weight	Green Level	Yellow Level	Red Level
1	users_supported		Select > 98	Select > 94.97	Select > 94
2	number_of_calls		Select > 98	Select > 94.97	Select > 94
4	speed_gdld	>= 98	between 94.97	< 94	< 94
5	speed_median	Select > 98	Select > 94.97	Select > 94	Select > 94
6	speed_span	Select > 98	Select > 94.97	Select > 94	Select > 94
7	abandon_d_rate	< 98	between 94.97	> 94	> 94
8	resolved_on_first_c	> 98	between 94.97	< 94	< 94
10	critical_gdld	> 98	between 94.97	< 94	< 94

FIG. 57

2. Create / Add entities

This function allows the administrator to create new business entities or add already available entities to his / her template. Also, it is possible to copy complete entity structure from another template using one of the options under this function.

2.1 Create Entity

This function allows the user to add new entities to the pool.

The screenshot shows a Microsoft Internet Explorer window with the title bar "GE Metrics - Frames - Microsoft Internet Explorer". The address bar contains the URL "http://webapp01.corp.capitalone.com:8000/metrics/helpframes.jsp". The main content area displays the "Create Entity" form. On the left, there is a sidebar menu with the following items:

- > User Profiles
- > Templates
- > Entities
- > Create
- > Modify
- > Add to template
- > Modify from template
- > Copy Entity Structure
- > Entity SRS
- > Reports
- > Metrics Entry

The main form has two input fields:

- Entity name :
- Entity short name :

Below the input fields are two buttons: "Submit" and "Cancel".

FIG. 58

2.2 Add Entities to Template

This function allows to attach entities to a template from a pool of entities.

The screenshot shows a Microsoft Internet Explorer window titled "GE Metrics - Frames - Microsoft Internet Explorer". The address bar shows the URL: "http://webapp01.corp.caixa.com:8000/metrics/bspFrames.jsp". The main content area displays the "Add Entities to Template" form. On the left, there is a sidebar menu with the following items:

- User Profiles
- Templates
- Entities
- Entity Set
- Entity
- Add to Template
- Modify from template
- Remove from template
- Copy Entity Structure
- Entity Sets
- Reports
- Metrics Entity

The "Entities" item is currently selected and highlighted in blue. The main form fields are:

- Template : HD METRICS
- Entity name :
- Display Name :
- Parent entity :
- Relative Weight :
- For Collapse :

At the bottom right of the form are three buttons: "View Entity Hierarchy", "Submit", and "Reset".

PIC. 59

2.3 Copy Entity Structure

This function allows to copy entire entity structure from one template to another. By doing this, user can eliminate the repetitive entry.

The screenshot shows a Microsoft Internet Explorer window for the GE Metrics application. The URL is <http://webapp01.corp.capitalge.com:8000/metrics/jsp/traces.jsp>. The page title is "Copy Entity Structure". On the left, there is a sidebar menu with the following items:

- a. User Profiles
- b. Templates
 - From Template
 - To Template
 - Copy Login IDs
 - Note: Target template should not have any entities in it.
 -
 -
- c. Entities
- d. Criteria
- e. Monitor
- f. Add to Template
 - Add to Template
 - Add to Entity
 - Add to Entity Hierarchy
 - Add to Login ID
 - Copy Entity Structure
 - Entity Sets
 - Entity Types
 - Entities
- g. Reports
- h. Metrics Entry

FIG 60

3. User Profiles

This function allows to create user profiles and grants access to the templates and entities. This functionality is further divided into different screens as follows.

3.1 Create User

This function allows to create new user profiles. There are three types of privileges as follows:

Template Administrator

Who can create template and create other two types of users.

Group Administrator

Who can create sub entities and create normal user.

Normal User

Who can enter data into templates and view reports.

The screenshot shows a Microsoft Internet Explorer window with the title bar "Ge Metrics - Frames - Microsoft Internet Explorer". The address bar contains the URL "http://webapp1.corp.capitalone.com:8000/metrics/UserProfile.jsp". The page itself has a header "ge-metrics" and a sub-header "Create User Profile". On the left, there is a sidebar with a tree menu under "User Profile" containing items like "Create User", "Modify User", "Grant Access to Templates", "Grant Access to Entities", "Reset Password", "Templates", "Entities", "Reports", and "Help/Info". The main form area is titled "Enter Profile Details" and includes fields for "Login Id", "First name", "Last name", "Telephone", "E-mail" (with a validation message "Please enter a valid email address"), and "User Type" (a dropdown menu). At the bottom right of the form, there is a large red watermark or stamp that reads "FC. 61".

3.2 Grant access to Templates

Using this function administrator can grant access to a user on a template.

The screenshot shows a web application titled "e-metrics" with a sidebar menu. The main content area is titled "Grant Access to Template" for "Template Name : HD METRICS". A dropdown menu "Select Login Id" is open, showing a list of user email addresses:

- Selected: a.hanwell@gecapital.com
- a.hanwell@gecapital.com
- alexander@ids
- adam.hooks@gecapital.com
- addis.worode-safid@gecapital.com
- alexander@gecapital.com
- alex.kennedy@gecapital.com
- alex.town@gecapital.com
- alexander
- ashish.siddique@gecapital.com
- benrobinson

At the bottom of the form are three buttons: "Submit", "Reset", and "Create User".

FIG. 62

3.3 Grant Access to Entities

This function allows the administrator to grant access to the entities.

The screenshot shows a Microsoft Internet Explorer window with the title "Ge-metrics - Frames - Microsoft Internet Explorer". The address bar displays the URL <http://webapp01.corp.capitalge.com:8080/metrics/pf/frames.jsp>. The main content area is titled "Grant Access To Entities". A sidebar on the left contains a navigation menu with the following items:

- ▼ User Profiles
- Create user
- Modify user
- Grant access to tergories
- Grant access to entities
- Reset Password
- Templates
- Entities
- Reports
- Metrics Data

The main form has the following fields:

- Template Name : HD METRICS
- Select User and Entities
- Login id:
- Entity Name:
 - APS (global business level)
 - Aircraft Engines
 - American (global business level)
 - Appliances
- Submit
- Reset
- Cancel

FIG 63

4. Metrics Entry

This function allows the user to enter data into templates.

The screenshot shows a Microsoft Internet Explorer window with the title bar "ge-metrics - Frames - Microsoft Internet Explorer". The address bar contains the URL "http://www.appli.com/capitalge.com/000/metrics/frames.jsp". The main content area is titled "Metrics Entry". On the left, there is a vertical navigation menu with the following items:

- 1 User Profile
- 2 Create user
- 3 Modify user
- 4 Grant access to templates
- 5 Grant access to metrics
- 6 Reset Password
- 7 Templates
- 8 Entities
- 9 Reports
- 10 Metrics Entry

The right side of the screen contains several input fields:

- Metrics Package: HD METRICS
- Reporting Entity: Aircraft Engines
- Reporting Period: Jan-2001

At the bottom right of the form are two buttons: "SEARCH" and "CREATE".

FIG 64

3 GE Metrics - Frames - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://webapp01.corp.capitalge.com:8080/metrics/appFrames.jsp

Metrics Entry

User ID: admin Template: HD METRICS
 Entity: Aircraft Engines Reporting Period: Apr-2001

Contact Information for this Template:

Name: David Lee
 Phone: 228-2206
 Email: david.lee@gecapital.com

Warning: Session will expire in 1 hour. You may save partial input and can comeback later.
 Note: Please enter all percentages in decimals between 0 and 1, e.g. for 99% enter 0.99

UserSupported	<input type="text"/>
Number of Calls	<input type="text"/> 14038
Speed to Answer	
Answered First	<input type="text"/> 0.9595
Answered Medium	<input type="text"/> 0.0405

Done Log Out

FIG. 65

5. Reports

This function allows the user to view various canned reports and listings. Some of the most commonly used reports are explained below.

5.1 Who's in Who's out

This report lists all entities in a template for a given period and displays the status of data entry for each entity. It lists the entities in hierarchical manner and carries the child's entry status to the parent and so on. For example if an entity did not enter data for the selected period, it's parent's status is marked as incomplete.

The screenshot shows a Microsoft Internet Explorer window displaying a report titled "Metrics Submission status". The report is for the template "HD METRICS" and the reporting period is "Apr-2001". On the left, there is a vertical navigation menu with links such as User Profiles, Templates, Entities, Reports, Dashboard, Trend Analysis, Who's In, Who's Out, Summary Report, Dataflow Report, Help Desk Secure, Set Report Security, View Report History, and Metrics Entry. The main content area contains a table with two columns: "Entity" and "Status". The table has one row, which is currently empty. At the bottom of the page, there is a "Print" button and a "Done" link.

FIC 66

5.2 Dashboard

This report lists the entities and their performance with each selected metric in the form of red, yellow and green traffic lights.

GE Capital	March 2001					
	Speed Yield	Abandoned Rate	Resolved on First Contact	Critical Yield	Urgent Yield	Normal Yield
Business Entity	94.00%	0.13%	69.43%	100.00%	100.00%	95.53%
Business Entity	97.00%	1.00%	92.00%	88.00%	100.00%	97.00%
Business Entity	99.30%	0.30%	60.70%	100.00%	100.00%	96.70%
Business Entity	100.00%	0.65%	70.09%	100.00%	100.00%	98.67%
Business Entity	99.85%	0.00%	69.30%	98.59%	97.65%	98.44%
Business Entity	99.60%	1.00%	69.20%	99.50%	96.00%	92.00%
Business Entity	87.50%	2.10%	79.20%	100.00%	84.30%	95.60%
Business Entity	99.00%	0.60%	64.00%	98.70%	99.00%	93.00%
Business Entity	98.00%	0.45%	64.37%	100.00%	94.44%	97.69%
Business Entity	81.00%	6.00%	61.00%	100.00%	95.00%	87.00%

Fig. 67